

**Abstract**

A softphone telephony application is provided within a browser using a visible frame to provide event notifications and allow a user to issue commands and a

5 hidden frame which receive asynchronous event notifications as a dynamic HTML stream. Outgoing control commands are implemented as web service behaviours. In this way, all of the functionality required to control a CTI application on a server and to receive event notifications from the CTI application can be provided using standard browser technology and without requiring the

10 installation of any dedicated software or the provision of non-standard communication channels.

Fig. 1